Remarks

The present response is to the Office Action mailed 03/17/2009. Claims 22-35 are presented for Examination.

Response to Arguments

1. Applicant's arguments with respect to claims 22-35 have been considered but are moot in view of the new ground(s) of rejection.

2. Applicant argues that the prior art of Anisimov et al (US Pat 6,449,358) fails to teach all the limitations of the previously rejected claims 22 and 29.

3. Specifically, Applicant argues that the Anisimov fail to teach monitoring (Stat server) facility being accessed by an interface (IVR), and that the interface (IVR) provides at least one aspect of agent status.

4. Examiner withdraws previous 102 rejections with respect to claims 22 and 29.

5. Additional search performed, wherein additional prior art was obtained.

6. In light of the results of an additional search, Examiner withdraws previous objections regarding claims 23-28 and 30-35.

Claim Rejections - 35 USC §102

8. Claim 22 and 29 are rejected under 35 U.S.C. 102(b) as being anticipated by Voit (US Pat 5,696,809).

Regarding claim 22 and 29, Voit (US Pat 5,696,809) discloses a communication system wherein the architecture includes ACD (monitoring facility) system that monitors the status of various agents, and determines when an agent in a work center (communication center/call center) becomes available to a customer initiating a call (col. 5, line 24-31, monitoring facility tracking status of agents in at least one communication center). The architecture further includes various interfaces which are coupled to and has access to the ACD. Interfaces include the customer telephone (user interface) and

Graphical user interface display (GUI is a control function provided by RISC 6000 software system) and GDI/get data interface wherein data associated with EWT and agent status is provided from ACD (Fig. 1, 2 and 4, col. 11, line 18-27, col. 19, line 50 thru col. 20, line 20, line 4, col. 21, line 33-40, wherein when the monitoring facility is accessed through user interface, the monitoring facility provides at least agent status and EWT for contact with an agent).

9. Claim 22, 23, 29 and 30 are rejected under 35 U.S.C. 102(b) as being anticipated by Bauer et al (US Pat 6,188,673).

Regarding claims 22 and 29, Bauer discloses a communication system wherein the architecture includes a call center associated with accessing World Wide Web pages, which includes monitoring facility (CMS and ACD) that monitors/manages call requests and agent status, such as scheduling availability (wait time). Bauer further discloses a caller accessing call center (CMS and ACD) via a telephone or personal computer with soft phone/user interface (Abstract, Fig. 1, col. 3, line 58 thru col. 4, line 4, monitoring facility tracking status of agents in communication center, monitoring facility accessed via user interface). Such scheduling availability specifically includes EVVT (col. 5, line 20-35), which is provided by a unit of the call center, such as the CMS of ACD (col. 5, line 59-67, monitoring facility provides agent status, and EVVT for contact with an agent).

Regarding claim 23 and 30, Bauer further discloses caller accesses World Wide Web, (col. 4, line 51-64, col. 5, line 8), wherein it is inherent that user interface included a link to a URL in order to access Web pages.

Claim Rejections - 35 USC § 103

12. Claims 23,26-28, 30, 33, 34 and 35 are rejected under 35 U.S.C. 103(a) as being unpatentable over Voit (US Pat 5,696,809) in view of Flockhart et al (US Pat 6,820,260).

Regarding claim 23 and 30, as indicated above, Voit discloses ACD system that monitors the status of various agents, EWT, and determines when an agent in a work center (communication center/call center) becomes available to a customer initiating a call. In addition, Voit further discloses various interfaces which are coupled to the ACD. Interfaces include the customer telephone (user interface) and Graphical user interface display (GUI is a control function provided by RISC 6000 software system) and GDI/get data interface wherein data associated with EVVT and agent status is provided from ACD.

Although Voit is silent on user interface including a link to a URL providing a Web page, in a communication system, wherein the client/caller/user (user interface) communicates with a call center that consists of an ACD, Flockhart et al (US Pat 6,820,260) discloses an architecture that demonstrates the client/caller/user (user interface) communicating to the call center1ACD via Internet and Telephone networks (Fig. 1). The client includes IP phone and Web browser, which allows the client/caller/user to access the Internet/World Wide Web (col. 4, line 30-35, user interface includes a link to a URL providing a Web page).

Therefore, it would have been obvious to one of ordinary skilled in the art at the time of the invention to be motivated to utilize URL to access Web pages via a customer/user interface as taught by Flockhart with the teachings of Voit for the purpose of further delivery of voice and text data in an advanced intelligent network which includes IP communication.

Regarding claim 26, 27, 33 and 34, as indicated above, Voit discloses ACD system that monitors the status of various agents, EWT, and determines when an agent in

a work center (communication center/call center) becomes available to a customer initiating a call, In addition, Voit further discloses various interfaces which are coupled to the ACD. Interfaces include the customer telephone (user interface) and Graphical user interface display (GUI is a control function provided by RISC 6000 software system) and GDI/get data interface wherein data associated with EWT and agent status is provided from ACD.

Although Voit is silent on user interface including mechanism for selecting media type for communication with agents at the communication centers, Flockhart discloses client/user selects type of entertainment or information from a list of options, such as audio visual entertainment, music ect.. (col. 4, line 20-47, user interface including mechanism for selecting media type for communication with agents at the communication centers). Flockhart further discloses customer/client/user interface communicating via e-mail and voice call (col. 2, line 33- 34, col. 4, line 3).

Therefore, it would have been obvious to one of ordinary skilled in the art at the time of the invention to be motivated to implement user interface including mechanism for selecting media type as taught by Flockhart with the teachings of Voit for the purpose of further delivery of multimedia data in an advanced intelligent network which includes IP communication with minimal contention.

Regarding claims 28 and 35, as indicated above, combined Voit and Flockhart discloses Voit discloses ACD system that monitors the status of various agents, EWT, and determines when an agent in a work center (communication center/call center) becomes available to a customer initiating a call. In addition, Voit further discloses various interfaces which are coupled to the ACD. Interfaces include the customer telephone (user interface) and Graphical user interface display (GUI is a control function provided by RISC 6000 software system) and GDI/get data interface wherein data associated with EWT and agent status is provided from ACD, client/user selects type of entertainment or information from a list of options, such as audiovisual entertainment, music, e-mail and voice call.

Although Voit fails to disclose monitoring facility displaying selected agent status, Flockhart further discloses ACD displaying selected and customized information

as well as agent status as associated with EWT (col. 4, line 48-64, monitoring facility displaying selected agent status).

Therefore, it would have been obvious to one of ordinary skilled in the art at the time of the invention to be motivated to implement monitoring facility displaying selected agent status as taught by Flockhart with the teachings of Voit for the purpose of further delivery of multimedia data in an advanced intelligent network which includes IP communication with minimal contention.

Allowable Subject Matter

13. Claims 24, 25, 31 and 32 are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.

14. The following is a statement of reasons for the indication of allowable subject matter: The prior art fail to teach or suggest with respect to claim 24 and 31, user interface includes a call hyperlink, which when selected places an IPNT call to one of the communication centers.

Claims 25 and 32 depend on claims 24 and 31 respectively.

Applicant's response

Applicant herein amends claims 22 and 29 to accept the allowability indicated in item 13 of the present Office Action. Claim 22 is amended to add limitations of claim 24, indicated as allowable by the Examiner if rewritten in independent form including all of the limitations of the base claim and any intervening claims. Claim 29 is herein amended to include limitations of claim 31, indicated as allowable by the Examiner if rewritten in independent form including all of the limitations of the base claim and any intervening claims. Claims 23, 24 and 30, 31 are herein cancelled.

Summary

As all of the claims as amended, and indicated as allowable by the Examiner, have been shown to be patentable over the art presented by the Examiner, applicant respectfully requests reconsideration and the case be passed quickly to issue.

If any fees are due beyond fees paid with this amendment, authorization is made to deduct those fees from deposit account 50-0534. If any time extension is needed beyond any extension requested with this amendment, such extension is hereby requested.

Respectfully Submitted,
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